

CLASSIFICATION: FAMILY SERVICES ASSOCIATE

Class Code: 4309-10

Date Established: 03-03-14

Occupational Code: 7-7-7

Date of Last Revision:

BASIC PURPOSE: To determine potential eligibility, conduct client interviews, and perform eligibility determination assistance activities for clients of the Department of Health and Human Services.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Reviews program applications and verification documentation for accuracy and completion.
- Identifies cases appropriate for expedited service.
- Performs eligibility determination assistance activities including scheduling eligibility interviews within timeframes, initiating collateral calls, and scheduling interpreters for clients.
- Greets clients in the lobby or reception point to determine purpose of visit.
- Interviews applicants and recipients to screen for eligibility.
- Applies basic federal and state program and policy knowledge in providing program and eligibility information and instructions to clients and resolves basic client questions.
- Enters new clients in the automated eligibility system and updates case records.
- Accesses EDGE Electronic Benefit Transfer (EBT) System to check card status, pin EBT cards, and issue replacement cards.
- Refers clients to other divisions, state agencies, or community resources.

DISTINGUISHING FACTORS:

Skill: Requires skill in applying instructions to accomplish different job functions OR in operating machines for a variety of different purposes.

Knowledge: Requires understanding and using business or trades vocabulary or basic arithmetic to perform standard operating procedures.

Impact: Requires responsibility for contributing to immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require significant investment of time and resources to detect.

Supervision: Requires no supervision of employees or functions.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

Complexity: Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

Independent Action: Requires making a limited number of choices in selecting among alternative courses of action under supervisory guidance and in performing job functions according to a variety of prescribed policies or procedures.

MINIMUM QUALIFICATIONS:

Education: High school diploma or high school equivalency. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years' experience in customer service, explaining rules and regulations, interviewing, claims examination or similar audit and verification activities, direct social service delivery, or implementing technical instructions.

License/Certification: Must possess valid driver's license and/or have access to transportation for travel to attend training, and/or for temporary assignment or reassignment to other District Office locations within fifty (50) miles of assigned location.

SPECIAL REQUIREMENTS: 1. Must be able to travel to District Offices up to fifty (50) miles away from assigned location in order to provide coverage as assigned, and to attend mandatory job training. 2. Must be able to work overtime when needed.

RECOMMENDED WORK TRAITS: Knowledge of the goals and objectives of the department or division programs. Knowledge of the procedures and practices involved in interviewing. Ability to make preliminary decisions based upon fact-finding interviews within the parameters of the rules and policies of the agency. Ability to explain programs sponsored by the department or agency in which the position is located. Ability to understand the problems of the agency's clientele. Ability to exercise sound judgment in appraising situations and making recommendations. Ability to follow specific instructions in gathering facts, data, or resources. Ability to express ideas clearly and concisely. Ability to operate a variety of automated systems. Ability to establish and maintain effective working relationships with clients, agency personnel, representatives of other governmental agencies and community groups, and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.